

Public Works & Engineering Department
Open Records Section

8/12/2013 Version 2

Public Works & Engineering Department Open Records Section

SCHEDULING AN APPOINTMENT ONLINE



On the HPC website's home page:
www.houstonpermitting
center.org
Scroll down to *Open*Records and click on it
to release the drop down

- Mobility Permits
- Monitoring Well and Soil Boring Permits
- Office of the City Engineer Plan Review
- O Open Records

The Open Records Section is responsible for processing Texas Public Information Act (TPIA) requests for the Public Works & Engineering Department's Code Enforcement group. Information available includes permit history, inspection records, drawings and plans, and certificates of occupancy (between 1972 and 1987). The TPIA gives the public the right to request government documents without being asked why you want them.

It may take up to 10 business days to process and research a TPIA request. You will receive a letter informing you of what records, if any, were found. You may choose whether to inspect the requested information, receive copies of the information or both. Please schedule an appointment to view or pick-up the documents via the online scheduler or by phone. Appointments for viewing documents may be scheduled up to 2-weeks in advance, while appointments for picking-up documents may be scheduled up to 1-week in advance.

For additional information, please use the links below:

Request Form

Appointment Scheduler Action Page An email address and a phone number are required to use the online scheduler.)

Appointment Scheduler & Check in Guide (English)

Appointment Scheduler & Check-in Guide (Spanish)

Texas Public Information Act

Other Departments' TPIA Contacts

Harris County Appraisal District Home Page

Code Enforcement Permit Search (For permits sold within the last 3 years. This site only compatible with Internet Explorer version 8 or higher.)

Hours of Operation:

8:00am - 4:45pm

Contact Information:

Phone: (832) 394-8800

Email: HPC.openrecords@houstontx.gov

Fax: (832) 395-9620



O Pineline Permits

Click on the link for

Appointment Scheduler

Home Page.



Please select the Business Unit you would like to schedule your appointment with

- © Flood Management Office (FMO)
- HPD (Auto Dealers Detail)
- Open Records (Viewing)
- Open Records Pick Up and Requests

The Online Appointment Scheduler allows users to make appointments without a user account.

If you would like to create an account, select *Sign In*.

Continue

City of Houston	
Start Over HPC Home	Sign In
Welcome to the Houston Permitting Ce	enter's Online Appointment Scheduler
Phone Number (xxxxxxxxxx): Password:	Select the link Join to create an accou

Site best view at 1280 x 1024 screen size



Start Over HPC Home

Sign In

Welcome to the Houston Permitting Center's Online Appointment Scheduler

Please enter the following information

Complete all fields and click *Submit*

Phone Number	8323949000
(xxxxxxxxxx)	
First Name	John
Last Name	Smith
Email:	houston.permittingcenter@
Email Confirmation:	houston.permittingcenter@

5-40-0
•••
lect an option
lect an option favorite food is dog's name is favorite artist is favorite book is e favorite movie is
1

Submit



Please enter the following information

Over to schedule an appointment.

Phone Number	8323949000
(xxxxxxxxxx)	
First Name	John
Last Name	Smith
Email:	houston.permittingcenter@
Email Confirmation:	houston.permittingcenter@

Password:		
Password Confirmation:		
Password Question:	My favorite food is	•
Password Answer:	bacon	

Submit



Continue

Home 311 Help & Info En Español Contact Us FAQs Privacy Policy CitizensNet

then click **Continue**.



Continue

Home 311 Help & Info En Español Contact Us FAQs Privacy Policy CitizensNet

only pick-up copies of documents.



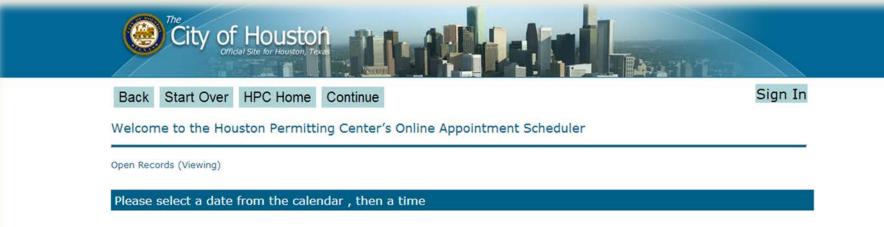
Appointments for <u>picking up</u> documents are available in 10 minute





increments between 8:30am and 4:20pm.

Back Time slots not shown have already been filled. Continue



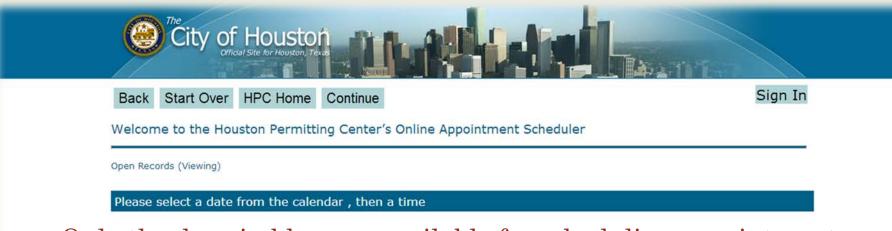
Appointments for *viewing* documents are available in 30 minute





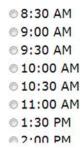
increments between 8:30am and 3:30pm.

Back Times slots not shown have already been filled.continue



Only the days in blue are available for scheduling appointments.







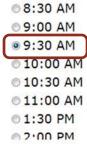


The selected day will turn grey.

Back







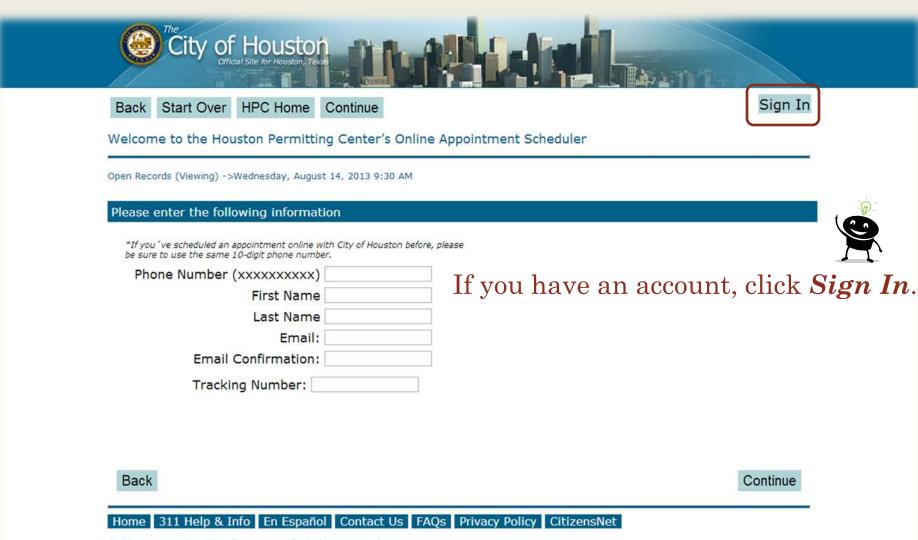


Use the scroll bar to reveal more times.

Back



Back Start Over HPC Home Continue	Sign In
Welcome to the Houston Permitting Center's	s Online Appointment Scheduler
Open Records (Viewing) ->Wednesday, August 14, 2013 9:	00 AM
Please enter the following information	
*If you 've scheduled an appointment online with City of Hous be sure to use the same 10-digit phone number.	ston before, please
Phone Number (xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx	If you do not have an account,
First Name	your information for each field
Last Name	your milormation for each field
Email Confirmation:	
Tracking Number:	Please use a phone number an
2)	address where you can be read
	directly in the event a represe
	needs to contact you.



City of Houst	
Start Over HPC Home	Sign In
Welcome to the Houston Permi	ting Center's Online Appointment Scheduler
	no Join
Phone Number (xxxxxxxxxx): 83239490 Password:	Forgot your password?
Password:	
Password: Enter you	Forgot your password?



Back



From: Garcia, Belinda - HPC-PWE Sent: Friday, June 21, 2013 2:13 PM

Subject: Open Records/ 1310 Stanford (07039572) /Tracking No: 1028895



CITY OF HOUSTON

Public Works and Engineering Department

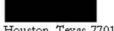
Annise D. Parker

Mayor

Daniel W. Krueger, P.E. Director P.O. Box 1562 Houston, Texas 77251-1562 1002 Washington Avenue Houston, Texas 77002 T - 832-394-8800

www.houstontx.gov

June 21, 2013



Houston, Texas 77019

Email:

Re: Open Records/ 1310 Stanford (07039572) (Tracking No: 1028895

Dear Ms.



You can find your ? tracking number on your response letter from an Open Records representative.



Open Records (Viewing) ->Wednesday, August 14, 2013 9:30 AM

Please review the appointment information

Please review and click "Confirm" to finalize your appointment. To make any changes, click "Back".

Appointment date: 8/14/2013

Appointment time:9:30 AM

Department: Open Records (Viewing)

Service: Open Records Viewing Appointments

Review your appointment details. If it is correct, select *Confirm*.

Appointment confirmation will be sent to houston.permittingcenter@houstontx.gov



If it is incorrect or you would like to make a change, select *Back*.





Appointment Confirmation

Thank you for booking your appointment with the City of Houston Online! Below is your finalized appointment information.

First Name: John Last Name: Smith

 $\hbox{E-mail: houston.permittingcenter@houstontx.gov}$

Appointment ID: 411
Appointment date: 8/14/2013
Appointment time: 9:30 AM

Department: Open Records (Viewing)
Service: Open Records Viewing Appointments

Your appointment is now booked, and an email with your appointment details will be sent to you from:

hpc.customernotification@gmail.com.

IMPORTANT: A confirmation email will be send to the address above You will need your Appointment ID to check-in for your appointment at the Kiosk on the main floor.

Please remember to check - in between 9:10 AM and 9:30 AM

We look forward to seeing you!

Please check your "Junk" folder if you do not find a confirmation in your "Inbox"

Cancel Appointment

Reschedule

From: hpc.customernotification@gmail.com

o: PWE - HPC

Cc:

Subject: City of Houston Appointment Confirmation

Houston Permitting Center Appointment Confirmation

From: City of Houston Appointments Online

Send: Monday, August 12, 2013 4:43 PM

To: houston.permittingcenter@houstontx.gov

Subject: City of Houston Appointment Confirmation

Thank you for using the Houston Permitting Center's online appointment scheduler

We look forward to your visit on 8/14/2013. Appointment ID: 411

Appointment: 9:30 AM on 8/14/2013 (check - in between 9:10 AM and 9:30 AM)

Business Unit: Open Records (Viewing)
Service: Open Records Viewing Appointments

To check in upon arrival at the HPC...

- 1. Visit one of the kiosks located on the first floor.
- From the kiosk Main Screen press "Appointment Check In" and answer questions on the screens that follow.

**Please visit the Information Desk if you experience any difficulties with the check in process.

** Note: Your appointment will be automatically **cancelled 10** minutes after your appointed time. You will then need to reschedule.

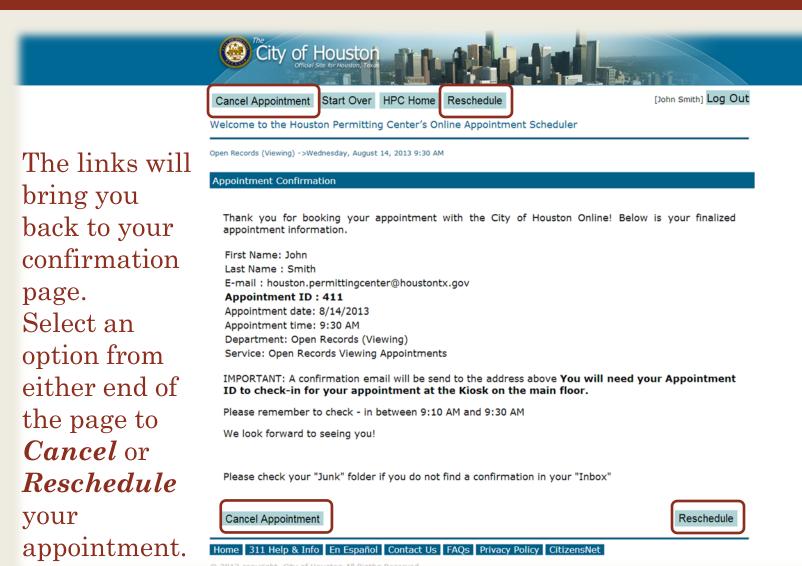
Location: The Houston Permitting Center is located at 1002 Washington Avenue, Houston, TX 77002 For directions Click Here: or call 832-394-9000.

Please use the following links if you would like to Cancel or Reschedule your appointment.



If you do not see a confirmation email in your inbox, please check your spam or junk folder.

If you need to cancel or reschedule your appointment, select one of these links.



Public Works & Engineering Department Open Records Section

APPOINTMENT CHECK-IN PROCESS

From: hpc.customernotification@gmail.com

PWE - HPC

Subject:

City of Houston Appointment Confirmation

Houston Permitting Center Appointment Confirmation

City of Houston Appointments Online From: Send: Monday, August 12, 2013 4:43 PM

To: houston.permittingcenter@houstontx.gov Subject: City of Houston Appointment Confirmation

Thank you for using the Houston Permitting Center's online appointment scheduler

We look forward to your visit on 8/14/2013. Appointment ID: 411

Appointment: 9:30 AM on 8/14/2013 (check - in between 9:10 AM and 9:30 AM)

Business Unit: Open Records (Viewing) Service: Open Records Viewing Appointments

To check in upon arrival at the HPC...

- Visit one of the kiosks located on the first floor.
- 2. From the kiosk Main Screen press "Appointment Check In" and answer questions on the screens that follow.

**Please visit the Information Desk if you experience any difficulties with the check in process.

** Note: Your appointment will be automatically cancelled 10 minutes after your appointed time. You will then need to reschedule.

Location: The Houston Permitting Center is located at 1002 Washington Avenue, Houston, TX 77002 For directions Click Here: or call 832-394-9000.

Please use the following links if you would like to Cancel or Reschedule your appointment.

On the day of your appointment, you may check-in up to 20 minutes before your scheduled time and no more than 10 *minutes after* your scheduled time.

From: hpc.customernotification@gmail.com

To: PWE - HPC

Cc:

Subject: City of Houston Appointment Confirmation

Houston Permitting Center Appointment Confirmation

City of Houston Appointments Online From: Send: Monday, August 12, 2013 4:43 PM

To: houston.permittingcenter@houstontx.gov Subject: City of Houston Appointment Confirmation

Thank you for using the Houston Permitting Center's online appointment scheduler

We look forward to your visit on 8/14/2013. Appointment ID: 411

Appointment: 9:30 AM on 8/14/2013 (check - in between 9:10 AM and 9:30 AM)

Business Unit: Open Records (Viewing) Service: Open Records Viewing Appointments

To check in upon arrival at the HPC...

- Visit one of the kiosks located on the first floor.
- 2. From the kiosk Main Screen press "Appointment Check In" and answer questions on the screens that follow.

**Please visit the Information Desk if you experience any difficulties with the check in process.

** Note: Your appointment will be automatically cancelled 10 minutes after your appointed time. You will then need to reschedule.

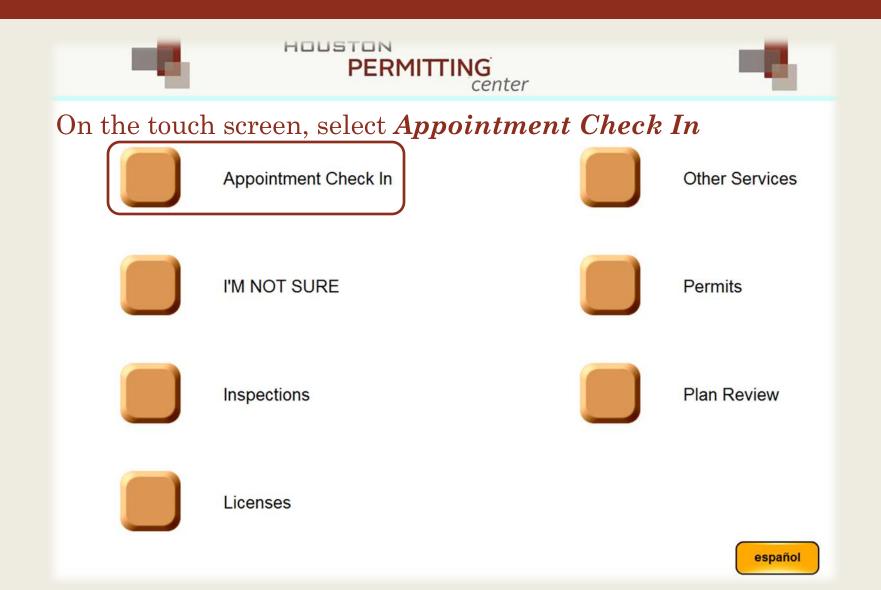
Location: The Houston Permitting Center is located at 1002 Washington Avenue, Houston, TX 77002 For directions Click Here: or call 832-394-9000.

Please use the following links if you would like to Cancel or Reschedule your appointment.

You will use the Appointment ID number from your confirmation email to check-in for your appointment.

Choose one of the kiosks located at the north entrance to check-in for your appointment.





Please enter your Appointment ID.



PERMITTING center



Using the number pad, type in your *Appointment ID* number, and touch *OK*.

Check in Using Phone Number









Please enter your Appointment ID.



If you do not know your Appointment ID number, touch

Check in Using Phone Number

to change screens





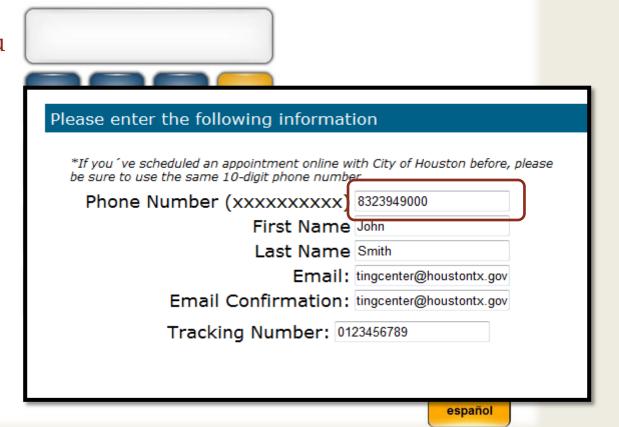
PERMITTING center



Please enter your ten digit phone number.

You can only check-in with the phone number you used to schedule the appointment.

Check In with Appointment ID





PERMITTING center



Please enter your ten digit phone number.

Using the number pad, type in your phone number, and touch *OK*.

Check In with Appointment ID







PERMITTING center



THANK YOU



If you need assistance please visit the Information Center on the 1st floor.

If you see this screen, then you have successfully checkedin for your appointment. A ticket will print from the kiosk.

For *Open Records (Viewing)* appointments, scan your ticket when you have arrived on the 2^{nd} floor.

For *Open Records Pick Up and Requests* appointments, please wait on the *1st floor* until you are called to *Station 30*.



PERMITTING Center



You must reschedule your appointment. Please see receptionist for more information or assistance



The system will not allow check-ins more than 10 minutes late, and will display the above message.

It is up to the discretion of the business unit to accept appointments later than 10 minutes. If accepted, you may not be able to complete your business within the remaining appointment time.

You may use the computers in the lobby to schedule a new appointment for another day.



PERMITTING center



You arrived too early. Scheduled Appointment: 9:30 AM



The system will not allow check-ins more than 20 minutes early, and will display the above message.

Please try again when it is closer to your scheduled appointment time.

If you have any questions please contact us at:

(832) 394-9000

Houston.permittingcenter@houstontx.gov



